

Key Features

- Offers powerful Computer-Telephone Integration from the desktop
- Lets users perform functions through both Desktop Integrator's GUI interface and through a standard telephone set
- Interfaces with the Williams License Server system to provide flexible licensing on a per seat, unlimited use, or time-controlled basis
- Supports up to 99 standby CTI servers
- Allows feature access from external applications via the industry-standard COM (Component Object Model) interface
- Can also function as a DDE (Dynamic Data Exchange) server and client
- COM/DDE interfaces allow developers to use Desktop Integrator as CTI-middleware while concentrating on core development of their applications
- Fully supports OLE Automation both as a server and a client
- Includes a scripting engine to help automate common tasks, interface with external applications, and more; supports VBScript
- Includes the Desktop Integrator Interface Exerciser to simulate telephony functions during application development or training. For Nortel users, Desktop Integrator also supports the new "Not Ready/No Disconnect" state
- Features an open-architecture conducive to expansion and customization
- Optimally tuned to make the most of less-than-powerful desktop computers; skillfully balances power with performance
- Supports 32-bit Windows® platforms



FLEXIBLE CTI FROM YOUR WINDOWS DESKTOP

Easy to Use and Feature-Rich

Dialect™ Desktop Integrator is a software application that adds a virtual telephone set to the Windows® desktop. It performs all computer-telephony integration functions through your PBX without connection between a phone and PC.

and application-level features. System administrators can also apply settings globally from a central configuration file.

Ideal for ACD Environments

Desktop Integrator's standard ACD feature set includes Login, Logout, Not Ready, and Ready.

latest enhancement to the Meridian 1™, choosing "Not Ready" during a call disconnected the caller or caused the next caller in queue to hear "ringing" while being rerouted to another agent.

Call Notes

With optional Dialect™ Data Repository software from Williams, agents can attach text messages to calls. These messages, called call notes, accompany calls as they travel through your enterprise. Users of Desktop Integrator, or any other Data Repository-integrated software application, can read and modify the call notes right from the desktop.

DIALECT™ DESKTOP INTEGRATOR



Desktop Integrator's User Interface takes up only a small corner of the desktop and lets agents make, answer, disconnect, transfer, and conference calls — without ever touching their phones.

Call center agents can use Desktop Integrator's intuitive interface to dial, answer, disconnect, transfer, and conference calls — without ever touching their phones. Or, agents can use Desktop Integrator for some of these functions and their physical telephone set for others. Most competing products can't cope with such "mixed" environments.

Extended features include Auto Answer, Auto Wrapup, and Auto Walkaway. What's more, you can use Desktop Integrator with any CSTA-compatible PBX because Desktop Integrator uses Dialogic's CT-Connect software as its PBX interface.

Desktop Integrator also supports the new "Not Ready/No Disconnect" state for Nortel users. By clicking a button during a call, agents can direct the PBX to change their state to "Not Ready" as soon as their current call ends. Before this

Powerful Scripting and DDE Flexibility

Desktop Integrator includes a powerful scripting engine that supports the popular VBScript language. Scripting lets you automate tasks, interface with external applications, ActiveX™ servers, etc. You can develop your own scripts or contract experienced Williams developers to custom-develop scripts for your organization.

Desktop Integrator also includes DDE (Dynamic Data Exchange) and COM

(Component Object Model) capabilities to exchange information with other applications.

Private and Shared Directories

Agents can create custom directories of numbers they dial frequently. Each directory can contain hundreds of entries with each entry consisting of a descriptive name, a telephone number to dial, and an optional charge code. You can also create up to 99 special "shared" directories to merge automatically with each user's personal directory of contacts.

Dial-by-Name

To save time, agents can type the name of the person to call or only the first few letters. Desktop Integrator searches the directory for a match and then waits until the agent chooses to dial. Of course, dialing is as simple as pressing an icon.

System Requirements

- A 486 or Pentium®-class computer with at least 8 MB RAM (16 MB recommended).
- 10 MB of disk space.
- Windows® 95 with Service Pack 1 or Windows NT® Workstation 4.0 with Service Pack 3 (or higher).
- At least one of the following network protocols installed: TCP/IP, Named Pipes, Local RPC, or Novell® IPX/SPX.
- Dialogic® CT-Connect Server 1.1 or higher (version 2.0 required for "Not Ready/No Disconnect" feature).

ABOUT WILLIAMS...

Williams Delivers Total Data, Voice, and Video Solutions

Williams offers customers end-to-end communications solutions with enterprise wide business applications. From corporate headquarters in Houston, TX and more than 120 sales and service locations throughout North America, Williams delivers fully integrated enterprise network services that include computer telephony call center solutions and network systems integration.

End-to-End Call Center Services from Williams

Williams' highly skilled Call Center Applications Team (CCAT) specializes in the effective design and deployment of innovative call center solutions to help companies maximize existing resources and improve productivity. With end-to-end services that include design consultation, call center analysis, applications development, systems integration, and project management, Williams offers everything an organization needs to create or optimize a call center.

Utilizing full service and reliable IVR, call management, and client/server call center products from industry-leading manufacturers, the highly specialized call center solutions team at Williams partners with customers to discover how to most effectively deploy technology in support of their overall business objectives.

CCAT also deploys industry-leading software products from a robust portfolio developed by Williams' own CTI lab. The lab's highly skilled analysts, programmers, and engineers are dedicated to developing innovative CTI and IVR software products for programmers who want to use them for a specific application and to support the work of Williams' own call center solutions providers.

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